

Question 1: _____ is a process which demands that full attention be paid to the spoken material.

- Speaking
- Listening
- Hearing
- Dialogue

Question 2: Which type of speaking relies on speaking notes?

- Manuscript
- Memorized
- Impromptu
- Extemporaneous

Question 3: Which of the following must NOT be adopted in preparing disappointing news messages?

- Use sales-promotion material whenever appropriate.
- Consider using an implicit refusal rather than an explicit refusal.
- Capitalize on what you can do for the reader rather than what you cannot do.
- Use negative words or phrases.

Question 4: Which of the following is usually related to environmental factors that affect the communication?

- Listener barrier
- Sender barrier
- Physical barrier
- Resistance

Question 5: Which of the following statement has biased language?

- Most Germans are direct in their communication .
- Jews generally make good business people.
- Some Japanese business people cannot speak English.
- Older people generally have lower energy levels.

Question 6: His GPA in 2000 (MBA) was 3.9 on a four point scale. Which of the following is a correct and more concrete form of this statement?

- His GPA was 3.9 on a four point scale.
- His GPA was good in 2000.
- He got a good score in his MBA Program.
- All of the given options